



### **Status**

- 2-1-1 is the new national telephone number that provides easy access to community services and volunteer opportunities; 2-1-1 is spearheaded by United Ways
- Trained specialists provide live answer from accredited 2-1-1 Call Centers operated by non-profit agencies in Michigan.
- Over 47% of the nation currently has 2-1-1 service.
- 2-1-1 is operating with successful outcomes in Kent, Ottawa, Kalamazoo, Calhoun, Jackson and Muskegon Counties.
- 2-1-1 service will launch for Macomb, Oakland and Wayne Counties and across the Upper Peninsula January 2006.
- Michigan 2-1-1, Inc. led by United Ways, is a statewide nonprofit organization charged with the mission of developing sustained, quality statewide service through regional call centers.

### **Value**

Enhance constituency relations through an easy to remember three-digit number available 24X7 for accessing health and human services.

Improve utilization of nonprofit, faith-based, and public services by making accurate and appropriate referrals to individuals and families in need of assistance.

Eliminate duplication and overcome agency information silos by developing and utilizing one high quality, comprehensive health and human services database.

Increase volunteerism and donations through 2-1-1 'Give Help' function.

Effective communication vehicle for crisis and other State initiatives requiring a hotline – avoid adding another; the State currently hosts over 60 1-800 hotlines.

Economic growth through powerful social infrastructure supporting healthy workforce and improving the quality of life for all Michigan residents.

Increase Federal funding to Michigan through EITC (estimated \$27M)\* and Food Assistance (estimated \$25.8M)\* outreach/public education activities.

Provide 2-1-1 caller data for policy makers managing scarce resources.

University of Nebraska study sites \$7.6 - 16.5 M annual cost savings for Nebraska resulting from such factors as: one call for multiple referrals, reduced overlapping helpline costs and improved community planning through caller data.

A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years.

\*calculated from existing 2-1-1 call center in Michigan

For more information, or to connect with the 2-1-1 initiative serving your District, contact: Nancy Lindman, MI 2-1-1, Inc. Director, 517 371-4360 X14, [nlindman@uwmich.org](mailto:nlindman@uwmich.org)